



Dear Valued Customers,

As you already know, on March 13, 2020 President Trump declared a National State of Emergency due to the COVID-19 virus. At Central Coast Propane, our top priority is the health and safety of you and our staff members.

It is important to note that we are considered an essential industry and we are still making regular propane deliveries to our customers as we normally do. Our office continues to be staffed and we are corresponding with customers to provide propane deliveries and other essential services. Some non-essential services have been curtailed for now and our staff can inform you as to what those temporary changes are. One change that you will notice is that when our driver is at your home delivering he may ask you to maintain a safe distance from him while he is there delivering. Please don't be offended by this because our drivers, like the rest of our staff, are simply trying to follow the recommended guidelines for "social distancing". Also, before one of our service technicians enters your home to perform an essential service, he may ask you some questions to determine whether you are sick, diagnosed with COVID-19, or have been traveling or exposed to someone who has tested positive. Again, these are simply ways for our staff to do our part to prevent the spread of the virus.

Our office is small and so to stay in conformance with recommended health practices we are asking that you refrain from coming into the office and give us a phone call instead. If you need to make a payment please either call our office, pay on-line or drop your payments in an envelope in the mail box by our front door. We are trying to avoid handling cash right now so if you need to pay with cash please bring exact change. Our web payment portal can be found on our website under My Account at www.centralcoastpropane.com. If you need help signing up for online payments just give us a call. The phones are very busy right now so please be patient when calling.

The team at Central Coast Propane is doing our part and being as proactive as possible to avoid the spread of COVID-19. We know that you, our customers, are counting on us to continue to provide critical services, especially if you are quarantined at home or at home due to a school or business closure. With your cooperation we will do our best to avoid a potential office closure so that we can continue to be available to you by phone here at the office.

Thank you from Scott, Brent and all of us at Central Coast Propane